control UP

ControlUp for Physical and Cloud PCs

Improve productivity for IT and employees by identifying, resolving, and preventing digital experience issues

THE CHALLENGE

Supporting Physical Endpoints and Cloud PCs in a Hybrid World

No matter where your employees work, ensuring a friction-free digital employee experience can be a challenge. When tools don't work as expected, or troubleshooting takes too long, employees get frustrated, and productivity is impacted. IT needs to quickly identify, resolve, and prevent issues that lead to technical disruptions, support tickets, and long resolution times. These inefficiencies result in higher operational costs and decreased productivity. Consequently, IT teams become overwhelmed with repetitive tasks, diverting their focus from strategic initiatives.

THE SOLUTION

A Superior Desktop Experience, Wherever Your Employees Work With ControlUp

ControlUp helps to quickly identify and resolve problems, reducing the support times and ticket volume that bog IT teams down. With the ControlUp solution for physical endpoints, you can proactively prevent issues, ensure smooth operations, reduce downtime, and lower support costs. Additionally, ControlUp provides detailed insights and analytics, enabling IT teams to manage and optimize desktop performance efficiently. IT can move beyond resolving support tickets and focus on the business-value-add initiatives that drive the business forward.
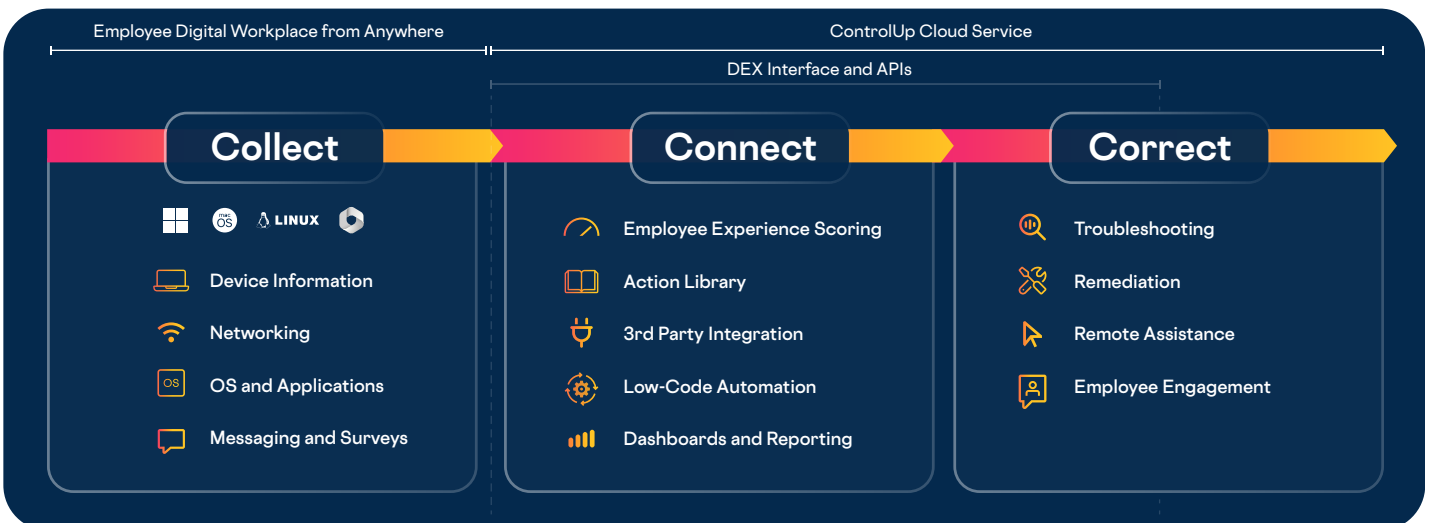
BENEFITS

Improve IT ticket resolution times with built-in actions, remote assistance, and automation

Boost employee sentiment with unique experience scoring technology

Enhance productivity on Unified Communication and Collaboration tools

Minimize downtime, optimize performance and improve business efficiency with proactive issue prevention

Employee Digital Workplace from Anywhere | ControlUp Cloud Service

DEX Interface and APIs

Collect
- Windows / macOS / LINUX / (hexagon)
- Device Information
- Networking
- OS and Applications
- Messaging and Surveys

Connect
- Employee Experience Scoring
- Action Library
- 3rd Party Integration
- Low-Code Automation
- Dashboards and Reporting

Correct
- Troubleshooting
- Remediation
- Remote Assistance
- Employee Engagement

Supporting Features

Troubleshooting and Remediation	**Troubleshooting and remediation:** Resolve issues before they affect the digital employee experience and impact productivity by collecting real-time performance metrics.
	Manual and automated remediation: From individual incidents to mass healing, actions and scripts can help enhance troubleshooting and resolve experience issues.
	Remote assistance: See things from the employee's perspective with built-in tools to remotely shadow or control any desktop, streamlining troubleshooting issues and improving resolution times.
	AI assist: The AI chatbot helps create ad-hoc reports across multiple data sets to visualize data, find unified comms and device issues, and see data statistics.
Device and Employee Experience	**Device details and scoring:** View relevant metrics that impact user experience, including user input delay, blue screens, application crashed, and latency and round-trip times.
	Employee overview dashboard: Understand the factors negatively impacting the employee experience and get details on the technologies that comprise the digital workplace.
	Employee sentiment: Gather qualitative feedback from your users, providing an opportunity to boost employee satisfaction and retention.
	User activity analytics: Visibility into which applications are being used and for how long, to help optimize employee workflows.
Third-Party Integrations	**Browser extensions:** Get detailed troubleshooting information and remediate issues without leaving the Microsoft Intune or ServiceNow UI.
	ServiceNow API integration: Automatically create and close ServiceNow tickets through alerting and automated remediation.
	Other API integrations: Seamlessly integrate other platforms to pass along data and provide messaging in collaboration software such as Microsoft Teams or Slack.
Unified Communications and Collaboration	**Detailed views:** Sortable and searchable data for Microsoft Teams and Zoom calls allows IT to see who has issues and with audio, video, and screen sharing quality.
	Availability monitoring: Visibility into the health and availability of any unified comms platform through continuous synthetic testing.
	Quickly troubleshoot issues: Find and fix Zoom and Microsoft Teams issues to keep your employees productive and collaborating.
	Live caller optimization: Get performance and experience metrics in real-time to address issues as they happen, not after they are over.

ControlUp's platform unburdens IT teams so they can proactively deliver a superior digital employee experience powered by true real-time visibility, actionable AI-driven insights, and automated remediation—across any desktop, any application, anywhere.